

Quick Reference Guide

ServiceNow offers hands-on training in real-world situations to help you quickly maximize platform value and promote success with the ServiceNow product suite.

To find out more information or to access our course calendar, visit www.servicenow.com/training or contact us today via email at training@servicenow.



Learning Options



Technical Training

Courses that enable best practices and knowledge right out of the gate for administrators, implementors, developers, and technical team members to get the most out of ServiceNow.



Custom Training and Enablement

Customized training and change enablement for your ServiceNow Implementation. Specialized process user training designed for your specific configuration, workflows, and organization. ServiceNow change enablement experts plan for change within your organization to accelerate your time to value and increase adoption.



Certification

Demonstrate mastery of the critical dimensions of the ServiceNow platform and best practices.

Delivery Types

1

Instructor-led

Learn from ServiceNow Certified Instructors in a hands-on environment

Public or Private Training available to meet your delivery needs

2

Virtual Instructor-led

Take advantage of a ServiceNow instructor without the expense of travel

3

On-Demand

Explore the ServiceNow portfolio at your own pace with videos, live and recorded webinars, and interactive tools to help you accelerate your learning

4

Guided Tour

Just-in-time performance support available within ServiceNow applications to help users quickly perform tasks

CUSTOMER SERVICE MANAGEMENT (CSM)			
CSM Fundamentals	A	I	2 Days
CSM Implementation	I		3 Days
Field Service Management (FSM) Fundamentals	A	I	2 Days
Certified Implementation Specialist - Customer Service Management Exam* (CIS-CSM)			

HUMAN RESOURCE MANAGEMENT (HR)			
HR Fundamentals	A	I	2 Days
HR Implementation	I		3 Days
Certified Implementation Specialist - HR Exam* (CIS-HR)			

IT ASSET MANAGEMENT (ITAM)			
Hardware Asset Management (HAM) Fundamentals	I	U	3 Days
Software Asset Management (SAM) Fundamentals	I	U	3 Days
Certified Implementation Specialist - Software Asset Management Exam* (CIS-SAM)			

IT OPERATIONS MANAGEMENT (ITOM)				
Cloud Management Fundamentals	A	I	2 Days	
Discovery Fundamentals	A	I	U	3 Days
Event Management Fundamentals	A	I	2 Days	
Service Mapping Fundamentals	A	I	3 Days	
Service Mapping Implementation	I		3 Days	
ServiceNow Orchestration	A	I	U	2 Days
Certified Implementation Specialist - Service Mapping Exam* (SM)				

PERFORMANCE ANALYTICS (PA)			
PA Advanced	A	I	2 Days
PA Fundamentals	A	I	2 Days

EMERGING APPLICATIONS (PLATFORM)					
Application Development Fundamentals	D	I	3 Days		
Domain Separation Implementation	I		2 Days		
Platform Implementation	I		5 Days		
Scripting in ServiceNow Fundamentals	D	I	3 Days		
Service Portal Advanced	D	I	2 Days		
Service Portal Fundamentals	D	I	2 Days		
ServiceNow Fundamentals	A	I	D	U	3 Days
System Administration Advanced	A	I		3 Days	
Servicenow System Administrator Certification Exam* (CSA)					

IT BUSINESS MANAGEMENT (ITBM)				
Project and Portfolio Management Fundamentals	A	I	U	2 Days
Certified Implementation Specialist - Financial Management Exam* (CIS-FM)				

IT SERVICE MANAGEMENT (ITSM)			
ITSM Fundamentals	A	I	3 Days
ITSM Implementation	I		3 Days
Certified Implementation Specialist - ITSM Exam* (CIS-ITSM)			

SECURITY OPERATIONS				
GRC Fundamentals	A	I	U	2 Days
Security Incident Response Implementation	A	I		3 Days
Security Operations Fundamentals	A	I	D	2 Days
Vendor Risk Management Implementation	A	I		3 Days
Vulnerability Response Implementation	A	I		3 Days
Certified Implementation Specialist - Vulnerability Response Exam* (CIS-VR)				



Standard

Our standard course curriculum and labs that support our exercises and use cases.



Tailored

Our standard course curriculum and labs that support our exercises and use cases. Some content may be removed or added from our standard course catalog to create a unique agenda and course.



Custom

Custom-created content that may use our standard course curriculum, templates, and agendas as a base. Must be custom scoped. Requires added Curriculum Development hours.

A Administrator **I** Implementer **D** Developer **U** User

*Notes Certification